

**MOST URGENT / TOP PRIORITY**



No. SO (EP&C) 1-8/2020  
**GOVERNMENT OF THE PUNJAB  
PRIMARY & SECONDARY HEALTHCARE  
DEPARTMENT**

Dated Lahore the 23<sup>rd</sup> June, 2020

To

1. All Commissioners in Punjab
2. Director General, Provincial Disaster Management Authority, Punjab
3. All Deputy Commissioners in Punjab
4. All Chief Executive Officers, District Health Authorities in Punjab

Subject: **SOPS FOR WORKPLACES AND OFFICES, TO PREVENT COVID-19 SPREAD.**

In wake of COVID-19 situation and considering essentiality of resumption of workplaces and offices, the Primary & Secondary Healthcare Department (P&SHD), on the recommendations of Technical Working Group (TWG), is pleased to issue 'Standard Operating Procedures' (SOPs) to prevent COVID-19 spread as detailed below:

**BASIC PRINCIPLE**

COVID-19 is a highly transmissible disease which spreads through respiratory droplets produced during coughing, sneezing and talking of the infected person including a vast majority asymptomatic people. The droplets may contaminate the surfaces and hands. Individual's hands can get contaminated after coming in contact with shared surfaces. Touching eyes, mouth and nose with contaminated hands transmits the virus to the body that affects the respiratory system. Management concerned is required to implement following precautionary measures to avoid disease spread in the work places and offices:

a. **Hand Hygiene**

- All work places and offices should provide hand hygiene facilities (hand wash with soap or alcohol based hand sanitizer) at entry of each office.

- Frequent handwashing/sanitization should be practiced by staff and visitors, especially after coming in contact with commonly touched shared surfaces like door handles, table, furniture, etc.
- Office staff and visitors should not share pen or personal use items including food utensils, pots etc.
- Office staff should use wet sponge as finger sticking to turn paper leaves. Use of mouth saliva for this purpose is not admissible.
- Don't share cellphone to make or listen calls unless wiped with alcohol (sprit swab).
- The office should have functional toilet and handwashing facility with essentially required supplies including soap, tissues and paper towels.

b. **Respiratory Hygiene (Etiquettes)**

- All staff and visitors should wear face mask or cover face with covering.
- Never share mask or face covering.
- Avoid touching the insides of a mask/face covering.
- If the mask is soiled or becomes wet, tear it and discard safely.
- Office boys, Naib Qasids and other staff deployed for hospitality and food serving should wear gloves and mask.

c. **Social (Physical) Distancing**

- Ensure compliance to inter-person special distancing of 6x6 feet.
- Online/ telephonic appointments should be practiced to minimize the wait time. Offices should notify their helpline or contact details for public queries and information sharing.
- Visitors should only be allowed to enter the office for the services essentially requiring physical presence.
- No handshake or hugging should be allowed.
- Offices with large number of visitors should manage crowd through chalking out social distancing circle.

- Adequate shade arrangements should be made for service centers and office where visitors have to wait in long queues.
- Meetings and gatherings should be limited to essentially required members and tasks. Option of online participation in meetings should be availed where possible.
- Large gathering, public seminars and walks should be avoided.

d. **Cleanliness and Disinfection**

- Regular cleanliness and disinfection of toilets and commonly used shared places should be ensured.
- Proper waste collection arrangements should be ensured.
- Infection prevention protocols (hand sanitization) should be followed for exchange of documents, files and goods.
- Floor and other high touch surfaces like furniture, table, door handles, etc. should be cleaned with detergent and disinfected with Sodium Hypochlorite 0.05% solution frequently.
- Office equipment (computer, printer, telephone, scanner, fax machines, photocopier etc.) should be wiped with 60% alcohol (spirit swab) before use.
- Office/workplace rooms should be well lit and ventilated.
- If air conditioned environment is essentially required, arrangements should be made for washing of AC filters with detergent, disinfection in the sodium hypochlorite 0.05% and fix it after complete drying twice in a week. Person deployed to clean AC filter should wear N-95, goggles and gloves.
- Fresh air entry and exhaust should be ensured.
- Office door for frequent visitors should remain open to avoid surface sharing, or deploy staff to open the door for visitors.

e. **Health Status of Staff and Visitors**

- Fever with cough, sore throat are symptoms of COVID-19. If anybody suffers from such symptoms, please call 1033 for information and guidance.

- Thermal scanning facility should be provided to screen the staff and visitors on daily basis.
- Staff and visitors suffering from cough should be immediately separated and referred for medical checkup.
- Children and senior citizen should be advised to stay at home and visit offices only for the tasks where their presence is essentially required.

f. **COVID-19 Awareness of Staff**

- An orientation session of the staff on "COVID-19 precautionary measures while on workplace" should be organized to educate them and enhance their knowledge on disease prevention.
- COVID-19 prevention precautionary measures should be displayed in the offices at prominent places. Additional IEC materials like videos on mask and gloves, donning, doffing, handwashing steps, surface cleaning procedure and social distancing shall be provided to the staff.
- Awareness standees on COVID-19 prevention at work place should be displayed at the offices.

**CAPTAIN (R) MUHAMMAD USMAN**  
Secretary

**No.& Date Even.**

A copy is forwarded for information and further necessary action to:

1. Minister for SHC&ME and P&SHC Departments Punjab.
2. Chief Secretary, Government of Punjab.
3. Principal Secretary to the Chief Minister Punjab.
4. Secretary, SHC&ME Department, Government of Punjab.
5. Special Secretaries, SHC&ME and P&SHC Departments
6. Additional Secretaries (Tech), SHC&ME and P&SHC Departments.
7. Director General Health Services, Punjab, Lahore.
8. All Divisional Directors Health Services in Punjab.
9. All Chief Executive Officers, District Health Authorities Punjab
10. Master File.